



Stay on **TRRAC** ...

With Multi-Family Recycling

Think Reduce and Recycle at Apartments and Condominiums in Montgomery County, Maryland

Issue No. 11, February 2009

SAVE THE DATE

March 18, 2009

**Recycling Volunteer
Orientation Session**

101 Monroe Street
Lobby Level Auditorium
Rockville, Maryland 20850
6:00 pm - 9:00 pm

March 19, 2009

TRRAC Seminar

Gaithersburg Marriott
Washingtonian Center
9751 Washingtonian Boulevard
Gaithersburg, Maryland 20878
10:00 am - 2:00 pm

April 22, 2009

Earth Day

Host an event at your
multi-family property!

April 25, 2009

**Division of Solid Waste Services'
Earth Day Celebration**

850 Hungerford Drive
Rockville, Maryland 20850
11:00 am - 3:00 pm
Please join us!

May 18-22, 2009

**Recycling Awareness Week in
Montgomery County**

In recognition of multi-family properties, businesses, schools, organizations, and individuals that meet and exceed the County's recycling requirements.

For information about these events, call 240-777-6446 or visit www.montgomerycountymd.gov/recycling

Making Recycling Count

How does your property management company or condominium association communicate the importance of recycling achievement at your property? Barbara Galloway is a Regional Manager with the Housing Opportunities Commission (HOC) of Montgomery County, Maryland, and she incorporated a recycling performance factor into her property managers' annual performance evaluations. HOC provides affordable housing and supportive services for low- and moderate-income families and individuals throughout the County, and this performance factor lets her property managers know that HOC values and rewards recycling compliance and achievement.



Performance Factor: Monitor and Expand Recycling Program

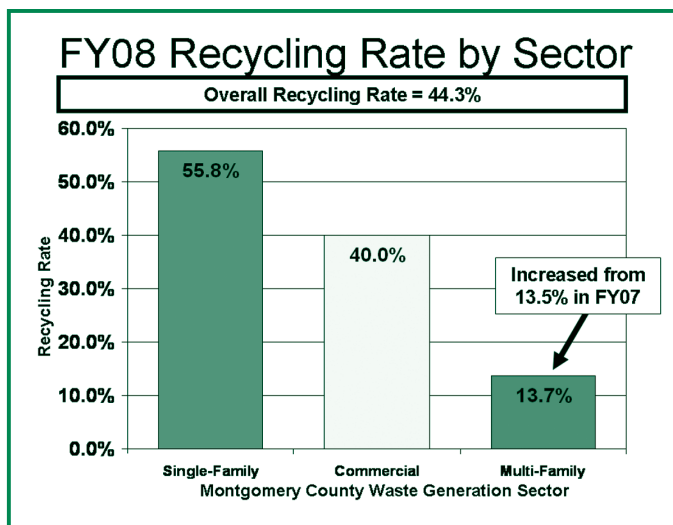
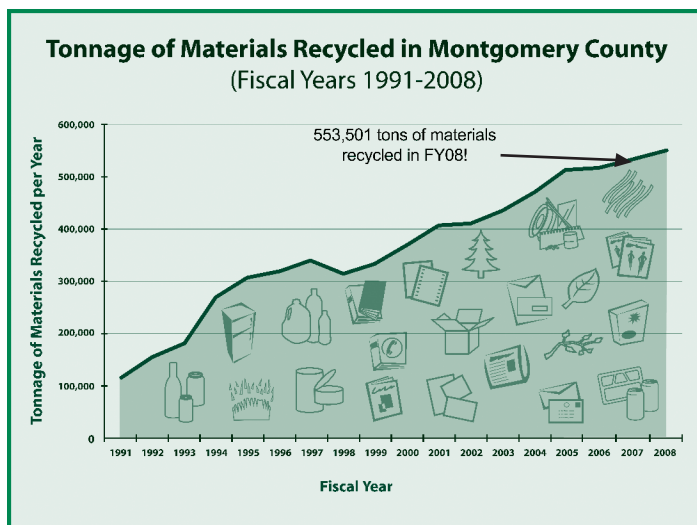
- ✓ Complete Annual Recycling and Waste Reduction Report.
- ✓ Monitor common recycling bins for contamination and appropriate size.
- ✓ Maintain recycling bins in the office and common areas, wherever there are trash cans.
- ✓ Resident education should include:
 - Demonstration recycling station in the Rental Office.
 - Recycling orientation at move-in.
 - Include recycling as an inspection item on annual inspection.
 - Use of lease violation notices to residents who do not participate in the recycling program.
 - Maintain clear signage in recycling areas.
 - Invite the County Recyclemobile to community events.
- ✓ Maintain a "brag sheet" of resident participation and resident education efforts that we can share with the County Recycling Representative.

Property managers have many activities and responsibilities that compete for their time. This action requires managers to incorporate recycling program monitoring and development and resident recycling education into their day-to-day activities. It also encourages them to identify new opportunities to increase recycling performance.

So, how would you evaluate your efforts to monitor and improve property recycling programs? As a property manager, your supervisor should know about the wonderful recycling improvements you are making! As a regional manager, you want to encourage your property managers to do great things! If you would like assistance communicating recycling importance throughout your organization, please contact the TRRAC Program.

Keep Up the Great Work!

Recycling achievement in Montgomery County keeps going up! In Fiscal Year 2008 (FY08), which covers July 1, 2007 through June 30, 2008, the overall recycling rate in the county reached a new high of 44.3 percent! County residents and businesses recycled 553,501 tons of materials, an increase of 25,315 tons over what was recycled in FY07. Residents, including those in multi-family properties, and businesses continue to actively show their commitment to recycling and play an integral part in helping the county reach its goal of recycling 50 percent of all waste generated in the county. Now that even more items can be recycled (with the recent expansion of additional plastic items), why not pledge to make the FY09 recycling rate even higher? Continue to educate your residents on the best ways to reduce waste and encourage them to keep recycling as much material as possible.



Let Your Residents Help!

Resident Recycling Teams can help ease your load by coordinating educational events to fellow residents, such as hosting lobby displays or recycling presentations. They can also monitor recycling collection areas, create signage, and distribute recycling flyers. At properties without on-site management offices, they might be your on-site contacts for storage and distribution of information and apartment-sized recycling bins to residents.



So how do you establish a Resident Recycling Team? The TRRAC team can help coordinate your on-site recruitment meeting and attend additional meetings to recommend positive team activities and answer questions. You can also encourage interested residents to attend the Montgomery County Recycling Volunteer Program's next volunteer orientation session on Wednesday, March 18 (see calendar, page 1). They will learn fundamental information about recycling and waste reduction in the

county that they can then share with their neighbors. To register, contact the Recycling Volunteer Program at 240-777-6445.

Your resident recycling teams generally take over from there! With increased resident recycling awareness, you should see increased recycling achievement at your property!

Where Did You Get Those Baby Blues?

Convenience is a key element in a successful recycling program at your property, and that is exactly what baby blue bins offer your residents! These recycling bins are compact and have a fold-away handle for easy transport to centralized recycling collection areas. They fit under sinks or in closets, yet still hold a great deal of recyclable materials! For no additional cost, TRRAC staff deliver these "baby blue" bins right to your property. Call 240-777-6446 and reserve your bins today!



Seminar Attendees Share Effective Recycling Program Strategies

At the most recent Montgomery County multi-family recycling seminar, held November 18, 2008, attendees participated in discussion groups where they shared their successes and brainstormed new approaches to improving recycling achievement in the multi-family sector. Attendees also heard from County staff and a guest speaker, Mr. Jesse Martinez, Property Manager at Highland House Apartments, regarding the County's recycling regulations, the expansion of plastic recycling in the county, why recycling is important, and how to establish a comprehensive recycling program. The 60 attendees included property managers, other property staff, and some multi-family property residents.

During the discussion groups, participants were asked to create an outreach and education plan for residents under a particular recycling management scenario. The groups' objectives were to educate as many residents as possible, increase the recycling rate, and strengthen the sense of community.

Many wonderful suggestions were provided as each group worked through their scenario and then presented their plans to all participants. You could hear, "My residents responded when I..." and "Good idea!" rising from the conversational noise in the room. Interestingly, although the scenarios were different, many of the approaches to addressing or resolving these issues were very similar.

1. Evaluate the on-site collection areas. Are they convenient to all residents? Are containers overflowing? Does it look like residents are putting the right materials in each of the containers? Develop a monitoring plan to ensure collection areas are well maintained. Ensure that collection containers are labeled and sufficiently sized to accommodate the material residents generate.
2. Provide residents with apartment-sized recycling bins to simplify in-unit recycling collection and transport of recyclables to the common collection areas. Recycling bins also serve as a reminder to recycle.
3. Educate residents in different ways. Suggested methods include: developing community newsletters; distributing flyers and other materials, often in multiple languages; providing recycling information in move-in packets for new residents and showing residents how and where to recycle; posting notices in common areas or in rental offices; and holding training at monthly meetings, possibly with participation by TRRAC staff. Most groups also stressed the need for open communication at a more informal level. This included holding seasonal parties, events, or contests that could further promote recycling, thank residents for their recycling participation, and contribute to a sense of community spirit. Informing residents of recycling achievement, via a recycling graph posted in a lobby or in notices in common areas was also suggested.
4. Establish a resident green team to share the workload of monitoring collection areas, developing and posting creative notices, and increasing resident recycling participation. Green teams can also host events and schedule donation days and other waste reduction opportunities. If possible, the green team should be representative of your resident population, however diverse.



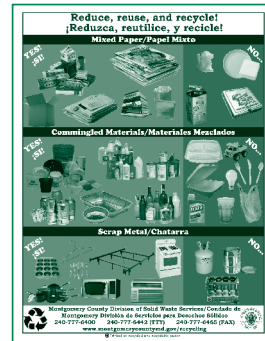
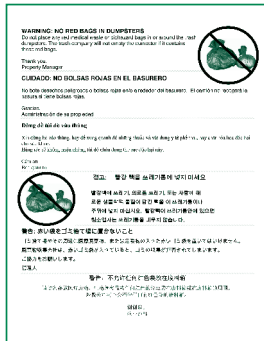
If you missed this multi-family recycling seminar, plan on attending the next seminar, which will be held on Thursday, March 19, 2009, from 10:00 am to 2:00 pm at the Gaithersburg Marriott Washingtonian Center. Call 240-899-2222 or visit www.montgomerycountymd.gov/recycling to register.

Special Recycling Education Requests? Please Ask!

You already know about the County's regular inventory of educational materials available to multi-family properties, including flyers, brochures, labels, and posters in multiple languages that focus on how and what to recycle. Do you have something else in mind? Please ask, or share if you have already created customized information that works!

A few of the customized documents created by the County in response to property manager requests include a flyer that shows the new types of plastic materials that can be collected for recycling; a bilingual recycling flyer; and a highly specific multi-language memo on how to handle problematic biohazard bags that appeared in a property's solid waste dumpster.

Have you developed a brochure or flyer that you use at your property that works well? If you are willing to share your material with other managers, or if you have a special request, please e-mail recycle@montgomerycountymd.gov or call 240-777-6446.



Montgomery County Division of Solid Waste Services

Think Reduce and Recycle at Apartments and Condominiums



FEBRUARY 2009

PRESORTED
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Important Contact Information
Division of Solid Waste Services
(240) 777-6400
(240) 777-6442 (TTY)
(240) 777-6465 (Fax)
www.montgomerycountymd.gov/recycling
e-mail: recycle@montgomerycountymd.gov
Recycling for Multi-Family Properties (240) 777-6400
Recycling for Businesses (240) 777-6400
County Transfer Station (240) 777-6560
County Recycling Center (301) 417-1433
This information is available in an alternate format by calling Lauren Kuhn at (240) 777-6400.

Multi-Family Recycling Program
Contact: Lauren Kuhn
101 Monroe Street, 6th Floor
Rockville, Maryland 20850